

# **Telecommunications Systems Manager I & II (Supervisor)**

## **Service-wide**

### **Training and Experience Evaluation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Servicewide Telecommunications Systems Manager I & II (Supervisor) examination consists of a Training and experience evaluation used to evaluate your education, training and experience.

This training and experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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## Telecommunications Systems Manager I & II (Supervisor), Task Based Questions

### Instructions:

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

ITEM #	<p><b>Years of experience</b>  I have performed this task for:  More than 5 years  More than 3 years and up to 5 years  More than 1 year and up to 3 years  More than 6 months and up to 1 year  0 to 6 months</p> <p><b>Level at which the task was performed</b>  Supervised others on task  Performed task as a lead or trained others on task  Worked independently on task  Worked under direction on or assisted others with task  Not performed</p>	EXPERIENCE	LEVEL
1.	Analyzing and applying State and federal telecommunications regulations and rules (e.g., Federal Communications Commission, Government Codes, Public Utilities Commission, State Administrative Manual) to determine impact on telecommunications systems and program operations.		
2.	Implementing and monitoring the progress of feasibility studies, including cost/benefit analysis on telecommunications systems to ensure optimal system functionality.		
3.	Approving telecommunications systems performance reports (e.g., call statistics, radio coverage, traffic, user base) to analyze and track telecommunications systems performance issues.		

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4.	Approving equipment specifications to acquire telecommunications commodities and/or services for clients.		
5.	Monitoring the installation or modification of telecommunications systems, equipment, and services based on operational needs to ensure adherence to action plans and/or schedules.		
6.	Monitoring the progress of work authorization requests for the timely repair, installation, and efficient operation of telecommunications systems.		
7.	Reviewing and approving cost estimates developed by vendors utilizing commodity and service contracts/agreements.		
8.	Monitoring the transfer of incoming/outgoing equipment inventory for specific projects with internal and external sources (e.g., vendors, warehouses) to ensure appropriate installation, testing, repair and/or removal from service.		
9.	Reviewing and approving purchase documents to procure goods and services in compliance with departmental policies and procedures.		
10.	Reviewing and approving administrative documents (e.g., financial statements, budget reports) in compliance with departmental policies and procedures.		
11.	Reviewing and approving telecommunications work authorization documents necessary to initiate a project which include billing information, location of required work, and project requirements.		

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12.	Reviewing and approving licenses, permits, lease agreements, and frequency coordination documents necessary for the completion of the project.		
13.	Approving statements of work, project plans, and change orders to determine if scope of work is accurate, complete, and consistent with contract requirements.		
14.	Developing program budgets by following and/or establishing guidelines, developing priorities, and monitoring expenditures to promote efficient and cost-effective programs.		
15.	Initiating and/or approving budget change proposal requests to establish new programs and/or change the funding level of existing programs.		
16.	Consulting with management, staff, clients, agencies, professional organizations, and vendors to provide technical information regarding telecommunications systems.		
17.	Facilitating office meetings to obtain and provide information regarding office and funding policies, administration, and telecommunications products, services, and policies.		
18.	Administering statewide communications system programs considering limiting factors (e.g., resource management, technology, California Environmental Quality Act (CEQA)) to provide continuous, uninterrupted service for end users.		

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19.	Monitoring the progress of stakeholder teams and projects (e.g., vendors, staff, clients) to ensure the timely and appropriate installation and functioning of telecommunications systems.		
20.	Performing oversight and risk analysis of projects and deadlines to ensure delivery of services meet operational, scheduling, and budgetary requirements.		
21.	Developing and/or approving action plans and/or schedules to coordinate installation of new telecommunications systems, equipment, and services based on operational needs.		
22.	Developing and/or revising operational requirements and procedures to ensure optimal telecommunications systems program functionality.		
23.	Developing hiring plans and/or conducting employee hiring interviews to hire personnel for vacant positions.		
24.	Developing duty statements to identify job responsibilities and define knowledge, skills, and abilities.		
25.	Developing individual development plans with employees to enhance their career development, personal growth, and job performance.		

## Telecommunications Systems Manager I & II (Supervisor), KSA Based Questions

### Instructions:

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

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ITEM #	<b>Years of experience</b> I have applied this knowledge or ability for: More than 5 years More than 3 years and up to 5 years More than 1 year and up to 3 years More than 6 months and up to 1 year 0 to 6 months	<b>EXPERIENCE</b>
26.	Knowledge of the theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.	
27.	Knowledge of the design, uses, and functions of telecommunications equipment (e.g. radios, microwave, satellite, voice and data).	
28.	Knowledge of telecommunications organizations, standards, and government codes (e.g., National Telecommunications Industry Association, Association of Public Safety Communications Officials, National Emergency Number Association) regarding telecommunications systems to ensure compliance.	
29.	Knowledge of Federal Communications Commission rules and regulations regarding telecommunications systems to ensure compliance.	

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30.	Ability to monitor telecommunications projects to ensure they remain within the contract's budget and to ensure appropriate equipment and services were received in a timely manner.	
31.	Ability to coordinate the design, construction, installation, operation, and maintenance of telecommunications systems and equipment.	
32.	Ability to act as a liaison between and among local, federal, and State agencies, contractors, utilities, consulting firms, management, and other entities for telecommunications related issues and/or projects.	
33.	Ability to read and comprehend technical manuals, schematics, site drawings, manufacturer's specifications, and troubleshooting guidelines used in the installation and repair of telecommunications equipment.	
34.	Ability to consult with staff, clients, agencies, the public and private entities for telecommunications related issues and/or projects.	
35.	Knowledge of equal employment opportunity principles, regulations, and objectives to support equal employment opportunity policies and goals.	
36.	Knowledge of project management techniques to ensure the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.	
37.	Knowledge of the principles and methods of effective supervision (e.g., mentoring, directing, coaching) to ensure a safe, productive, and healthy work environment.	

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38.	Monitoring the progress of telecommunications systems studies (e.g., analyzing call statistics, radio communication traffic, cost/benefit analysis) to ensure optimum system efficiency, identify system funding, and/or calculate funding eligibility.		
39.	Initiating and/or developing contracts for cities, counties, state, and federal government to purchase products, equipment, and/or services available from commodity and/or service contracts.		



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40.	Approving telecommunication project documentation (e.g., statement of work, project plan, change orders) using departmental procedures, guidelines, computer software, and technical knowledge.		
41.	Preparing training needs assessments based upon individual development plans, operational needs, and employee goals in accordance with departmental policies and procedures to ensure effective employee performance and development.		
42.	Preparing and delivering formal presentations before large groups.		
43.	Completing employee performance evaluations and probationary reports to ensure performance is critiqued, goals are outlined, and personnel are informed on job performance and expectations.		
44.	Applying progressive discipline in accordance with departmental policies, laws, and/or statutes when necessary to ensure appropriate action is taken.		

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45.	Knowledge of relevant employee labor contracts for employees to ensure management and personnel are working in compliance with agreements.	